Provider Engagement

Who We Are & What We Do

The Provider Engagement team—built from multiple areas of expertise within the company—serves as eviCore's primary voice to the provider community.

Our team consists of Regional Provider Engagement Managers, Provider Engagement Specialists, and a National Provider Advocate.

Our main responsibility is on-boarding providers during new program implementations. We utilize a data-driven approach to identify selected providers designated for collaboration, the optimal level of provider engagement outreach (which can include in-depth education on program processes and delegated services), and the clinical rationale for the solution. We also create a market readiness strategy for the new program implementation, conduct on-site and Webex provider-orientation sessions and tailor provider-training materials.

What else does the Provider Engagement team do?

On an ongoing and as-needed basis, we:

- Conduct provider-outreach activities
- Create specialized provider-training materials
- Develop and manage relationships with providers, and monitor/assess performance metrics
- Generate provider-profile reports by tax ID number (TIN) or national provider identifier (NPI)
- Educate the health plan's provider-relations staff and employees.

We also help other eviCore departments address the following:

- Claim processing inquiries
- Web-portal navigation or other issues
- Clinical discussions between ordering providers and eviCore Medical Directors
- Coordinating eviCore's meetings with clients to address provider-related concerns and educational opportunities.

Where can I submit provider-related inquiries?

Our Client and Provider Services team addresses provider-related inquiries.

The most common requests include:

- Transactional authorization-related issues requiring research
- Eligibility issues (member, rendering facility, and/or ordering physician)
- Consumer engagement inquiries
- Questions pertaining to accuracy assessment, accreditation, and/or credentialing
- Requests to re-send an authorization to the health plan
- Issues experienced during case creation
- Reports of system issues.

For provider-related inquiries, contact our Client and Provider Services team via email at ClientServices@evicore.com.

- Include a description of the issue, with member, provider, and case details when applicable. **Please include the health plan name in the subject line.**
- You will be assigned a ticket number starting with "T" that identifies your request.

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